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**KIRIRI WOMEN'S UNIVERSITY OF SCIENCE AND TECHNOLOGY
UNIVERSITY EXAMINATION, 2024/2025 ACADEMIC YEAR
FIRST YEAR, SECOND SEMESTER EXAMINATION
FOR THE CERTIFICATE IN HUMAN RESOURCE
MANAGEMENT**

CHR 201 OFFICE ADMINISTRATION AND MANAGEMENT

Date: 9TH AUGUST, 2024

Time: 11.30AM-1.30PM

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER TWO QUESTIONS

QUESTION ONE (30 MARKS)

- a) Office administration and management involves the efficient organization and coordination of resources, personnel, and tasks to achieve the goals and objectives of the organization. Distinguish between office administration and management. **(5 Marks)**
- b) A well-defined organizational structure helps establish a clear and efficient framework for decision-making, coordination, and collaboration. Explain the role of marketing department in an organization. **(5 Marks)**
- c) The concept of span of control is an essential element in organizational design and management. It influences the structure of the organization and the distribution of authority and decision-making. Examine **FIVE** advantages of a narrow span of control. **(5 Marks)**
- d) An office serves as a central hub for various activities, including planning, decision-making, communication, record keeping, and coordination of tasks. Identify the advantages of an open office layout. **(5 Marks)**
- e) The roles and responsibilities of office personnel can vary depending on the size and nature of the organization. Discuss the roles and responsibilities of office managers in an organization. **(5 Marks)**
- f) Office stationery includes a variety of essential supplies used in day-to-day office operations. Describe the steps that may be used in procuring office furniture. **(5 Marks)**

QUESTION TWO (20 MARKS)

- a) Filing and storage are essential administrative processes in an organization that involve the organization, arrangement, and safekeeping of documents, records, and other materials. Explain the importance of filing documents in an office. **(8 Marks)**
- b) Examine the merits of mechanization of appliances in an office. **(7 Marks)**

- c) The main objective of office technology is to improve efficiency, collaboration, and the overall workflow within the office setting. Describe **FIVE** common types of technological devices used in an office. **(5 Marks)**

QUESTION THREE (20 MARKS)

- a) Discuss the factors to be considered when selecting an office appliance. **(8 Marks)**
- b) Examine the effects of emerging trends and issues in office administration and management. **(7 Marks)**
- c) Explain the various types of organization structures. **(5 Marks)**

QUESTION FOUR (20 MARKS)

- a) Describe the qualities required of various office personnel within an organization. **(8 Marks)**
- b) Principles of organization help leaders and managers create structures, systems, and processes that optimize productivity, coordination, and goal achievement. Discuss **SEVEN** principles of an organization. **(7 Marks)**
- c) Office stationery serves various essential purposes in day-to-day office operations. Explain the different uses of office stationery. **(5 Marks)**

QUESTION FIVE (20 MARKS)

- a) Outline differences between centralization and decentralization of office service. **(8 Marks)**
- b) Office layout refers to the arrangement of furniture, equipment, and workspaces within an office environment. Explain the features of a modern office layout. **(7 Marks)**
- c) Effective human relations contribute to a positive work environment, increased employee morale, enhanced productivity, and overall organizational success. Discuss **FIVE** roles of human relations in an office. **(5 Marks)**